

A better choice for good health

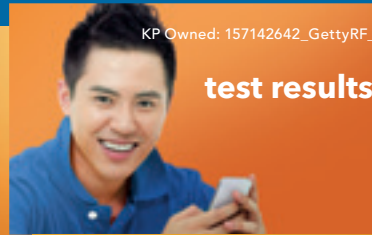
a wide range of specialists

KP Owned: OJP0001268_Veer_RF_Hires_DG_2015.tif



KP Library: CLP09d011_yellow_rt_layer_DG_2015.tif

test results online



KP Owned: 157142642_GettyRF_purple_DG_2015.tif

convenient facilities near you



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better care for healthier tomorrows



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**I can choose and change
my doctor anytime**



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I can email my doctor



free to focus on you

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**I'm part of
the decision**



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Discover the Kaiser Permanente difference

With care and coverage working seamlessly together, Kaiser Permanente is uniquely designed to be your partner in health so you can feel your best — in mind, body, and spirit.



your choice of top doctors

You can choose and change your doctor anytime, for any reason. Our doctors are among the best. They love caring for people and aren't weighed down by a lot of paperwork, so they can focus on you.



personalized care and attention

You're at the center of your care. Your doctors, nurses, and specialists, all connected by your electronic health record, work together to help you manage your health.



everything under one roof

You can do more and drive less because most of our locations include pharmacy, lab, X-ray services, and more.



lots of healthy extras

Stay at your best with healthy resources like farmers markets and wellness classes, many of which are offered at no cost.



online access anytime, anywhere

It's easy to stay involved in your care. Use your computer or mobile device to email your doctor's office, schedule routine appointments, view most lab test results, refill most prescriptions, and more.



healthier tomorrows

Every decision starts with what's best for you. That's why our high-quality care for conditions like cancer, heart disease, and diabetes leads to better outcomes and healthier tomorrows.

kp.org

Note: Many features discussed in this book are available only to members receiving care at Kaiser Permanente medical facilities.

Your partner in good health

Nationwide, over 9 million people turn to us as their trusted partner in total health. Take a look, and you'll see why Kaiser Permanente is a better choice.



The power to choose

With many great doctors and convenient facilities, it's easier to get the care you need when and where you want it. Plus, you can choose and change your doctor anytime, for any reason.



Excellent care

You're at the center of everything we do, which is why the personalized care you get leads to healthier tomorrows. Our board-certified specialists and multidisciplinary care teams are pioneering new ways to prevent, detect, and treat illness.



Your health. Your way.

We're always here when you need us, however you need us — in person, by phone, or online. With convenient online and mobile tools, you can manage your family's health care anytime, anywhere.



Healthy extras

We're not your typical health care provider. We partner with you so you have the knowledge and resources to manage your health — inside and outside the doctor's office. We also partner with communities, through farmers markets, fitness events, and other programs.



The power to choose

Stay in charge of your health. It's simple to make smart choices when you have great doctors and convenient facilities.



Your choice of top doctors

You have a wide selection of skilled doctors that you can choose from and change anytime, for any reason.

Our doctors:

- Come from many of the top medical schools in the country
- Work hand in hand with your entire care team, who are all connected by your electronic health record
- Don't have excessive paperwork so they can focus only on delivering the care you need
- Care about their patients and love what they do



Under-one-roof access

Save time and avoid driving all over town for care. You'll have many locations to choose from, and most of them offer multiple services under one roof. You can see your doctor, get a lab test or an X-ray, and pick up your medications — all without leaving the building. And when you get care with fewer delays, you can get better faster too.



Extra conveniences

- Email your doctor's office with routine questions.
- Get same-day, after-hours, and weekend services at most locations.
- Receive personalized care from doctors and staff who speak more than one language.
- Refill most prescriptions online with free shipping.
- Make routine appointments with a call or click.
- View recent office visits and most test results online.
- Call an advice nurse with access to your health information, 24/7.
- Travel freely; you're covered for emergency care worldwide.

Hear examples of how Kaiser Permanente has helped different members at kp.org/kpcaresstories.

Your electronic health record brings it all together

Your doctor's office

Your record gets updated with each visit to a Kaiser Permanente facility, so it's always current.

Pharmacy, lab, X-ray

No need for paperwork when you get services at our facilities — your doctor's orders are already there.



Excellent care

Kaiser Permanente has one of the largest multispecialty medical groups in the country, which includes cardiologists, cardiac surgeons, and others.



Personalized care and attention

A care team that's informed and focused on you can lead to better health. From your doctor and caregivers — who are all connected to your electronic health record and keep up-to-date on how you're doing — to our free online programs and Wellness Coaching by Phone service, your care is not one-size-fits-all. It's personalized to your needs and schedule.



Top specialty care for healthier tomorrows

Our doctors, nurses, and other caregivers use an advanced care delivery system that Kaiser Permanente pioneered. It's had a measurable impact on the prevention, detection, and treatment of conditions like cancer, heart disease, stroke, and diabetes. We were also rated in the top 10 percent among cholesterol management programs for patients with cardiovascular conditions.¹



Leaders in prevention

We're committed to preventive care and overall wellness. To help keep you from getting sick in the first place, we provide routine appointments, preventive screenings, wellness programs, and much more. As a result, we're #1 in screenings for breast cancer in all our regions, and were rated in the top 10 percent for cervical and colon cancer screenings. Plus, 86 percent of our members who were diagnosed with high blood pressure now have their blood pressure under control, compared to 50 percent nationally.^{1,2}

¹Ratings based on Breast Cancer Screening, Cervical Cancer Screening, Colorectal Cancer Screening, and Controlling High Blood Pressure 2012 ratings for commercial and Medicare plans from the Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit ncqa.org.

²Kaiser Permanente program average is the weighted average of each regional health plan's screening rate and its eligible population.

Learn more about the doctors available in your area at kp.org/searchdoctors.

Specialty care

Your specialists are up to speed and ready to take care of you.

At home or on the go

Get your health information on your computer or mobile device to stay informed and in charge.



Your health. Your way.

We're always here when you need us, however you need us. You get many services under one roof at most of our locations and can call an advice nurse 24/7. Online or through mobile, you can manage your family's health needs anytime, anywhere.



It's easy to stay connected

Members registered on kp.org have secure access to My Health Manager, the online tool that helps you manage your family's health care anytime, anywhere.

With My Health Manager, you can:

- Email your doctor's office with routine questions.
- Refill most prescriptions.
- View most lab test results.
- Schedule or cancel routine appointments.



A website full of healthy ideas

Get informed and inspired on our award-winning website, kp.org. Take charge of your health with articles, wellness topics, and health calculators. Our music channels, podcasts, fitness videos, and recipes from world-class chefs can help you find new and interesting ways to live well and thrive.



Good health on the go

Manage your care at home, work, or play with our mobile app, which puts all the convenient features of My Health Manager right in the palm of your hand. You can download the free Kaiser Permanente app from the App StoreSM or Google Play[®].

App Store is a service mark of Apple, Inc., and Google Play is a trademark of Google, Inc.

For a guided tour of My Health Manager, visit kp.org/myhealthmanagertour.

Top reasons to join Kaiser Permanente

You can choose

and change your doctor anytime, for any reason.

Excellent care

for conditions like cancer, heart disease, and diabetes, leads to healthier tomorrows.



Healthy extras

Good health starts with helpful information and resources. That's why you get lots of healthy extras that can help you stay educated on ways to live healthier in mind, body, and spirit.



Learn something new

Fit wellness into your schedule, no matter how busy you are. With the many health classes offered at our facilities, there's something for everyone. Try classes on yoga, eating well, baby care, ongoing health conditions, and much more. Classes vary by location and some may require a fee.



Fresh food in the parking lot

Eating well is easier when you bring home fresh food from our farmers markets. They're conveniently located at many of our facilities, so you can pick up some healthy fruits and veggies after your visit.



Maximize your health

Our personalized online wellness programs can help you lose weight, stay active, reduce stress, sleep better, stop smoking, and much more. You can also download the free Every Body Walk! app for your smartphone or mobile device from the App Store or Google Play. It's a fun, interactive tool to help you create and maintain a daily walking routine.

Find tools, tips, and information for living well at kp.org/livewell.

Under-one-roof convenience










and care online or by phone, means you can manage your health needs anytime, anywhere.

Healthy extras

like on-site classes* and farmers markets help you stay well.

*Some classes may require a fee.

Experience the Kaiser Permanente difference

The experience...	With some health plans	With Kaiser Permanente*
Choosing your doctor 	All you know is that your doctor accepts your insurance.	<input checked="" type="checkbox"/> You can research and choose your doctor on kp.org. Switch anytime.
Getting care in your language 	Not all health plans have multilingual doctors.	<input checked="" type="checkbox"/> We have multilingual doctors and staff, plus Spanish and Chinese clinics in some areas. We offer interpretation services by phone in 140+ languages.
Your health. Your way. 	Even for minor concerns, you make an appointment, drive to the doctor's office, and sit in the waiting room.	<input checked="" type="checkbox"/> For minor concerns, you can request a phone appointment or email your doctor's office with routine questions.
24/7 advice nurse 	When your child has a late-night fever, there's no medical advice available.	<input checked="" type="checkbox"/> Specially trained, local Kaiser Permanente nurses can offer medical advice by phone, 24/7.
Visiting a specialist 	Hope that your primary care doctor has sent your records.	<input checked="" type="checkbox"/> Your specialist has already reviewed your information via your electronic health record.
Making an appointment 	Call, wait on hold, and get frustrated.	<input checked="" type="checkbox"/> Schedule routine appointments from your computer or mobile device.
During your visit 	Your doctor flips through your files, searching for answers you've already given him.	<input checked="" type="checkbox"/> Your doctor can easily access your medical history and prescriptions through your electronic health record.
Recalling your doctor's instructions 	You can take notes during your visit, or trust your memory later.	<input checked="" type="checkbox"/> View your past visit details, and most lab test results online, whenever you want.
Asking routine questions without a visit 	Call your doctor's office, leave a message, and hope you don't miss the return call.	<input checked="" type="checkbox"/> You can email your doctor's office, and get a reply within 48 hours — sometimes sooner.

*These features are available when you receive care at Kaiser Permanente facilities.

To learn more about Kaiser Permanente, visit [kp.org](https://www.kp.org).

Notes

Notes

It's time to choose better

Learn more about Kaiser Permanente at **kp.org** or call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays).

- **1-800-464-4000** English
- **1-800-788-0616** Spanish
- **1-800-757-7585** Chinese dialects
- **1-800-777-1370** TTY for the deaf, hard of hearing, or speech impaired

For updates about health care reform, visit **kp.org/reform**.



Kaiser Foundation Health Plan, Inc.
1950 Franklin St.
Oakland, CA 94612

kp.org